



The Data Magic Inc. Service Delivery Strategy

In today's business world you need the best IT services to thrive. From productivity, to security, to communication, to innovative new ways to get work done – Information Technology is at the heart of it all. **Data Magic Computer Services** offers services and solutions that are designed to improve your operations and maximize your IT investment.

Arguably more important than the services we deliver – is how we deliver them to your business...

When are we available? — Who's your point of contact? — How do we manage your needs?
Allow us to answer these questions and more...

Meet Your CSR

As one of our many valued clients, you will have your very own dedicated **Customer Service Representative (CSR)** assigned to your account to respond to any technical needs. The CSR will ensure proper communication between the technician working on your issues and your point of contact. Their role will be to make sure you are being taken care of and that you are being routed to a technician as quickly as possible.

www.datamagicinc.com

(469) 635-5500 • datamagic@datamagicinc.com

1401 E. Sandy Lake Rd. • Coppell, TX 75019

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Support Around The Clock

No matter what time of day, we have you covered. Our team is proud to provide **24/7 monitoring and support**, whether it's during business hours or not. For after-hours support, we have a dedicated on-call technician who is on hand to resolve after hours issues remotely as need be. If required, they will visit you on-site if the situation calls for on-site support.

What Are Our Guaranteed Response Times?

Our response times – in effect 24/7 – are as follows:

Trouble	Priority	Response Time (in hours)*	Resolution Time (in hours)*
Service not available (all users and functions unavailable).	1	Within 1 hour	ASAP – Best Effort
Significant degradation of service (large number of users or business critical functions affected)	2	Within 4 hours	ASAP – Best Effort
Limited degradation of service (limited number of users or functions affected, business process can continue).	3	Within 24 hours	Within 48 hours
Small service degradation (business process can continue, one user affected).	4	Within 48 hours	Within 96 hours

We use an industry-leading monitoring agent which includes a full version of LogMeIn to provide remote support for all users, allowing our technicians to see the same screen as the end user. We also use a product called TeamViewer to connect remotely for technical issues just in case there is an issue with the LogMeIn software.

Need Something Taken Care Of?

No matter how big or how small, we've got a solution for you. It all starts with you making a request – all work requests should be submitted through our website at datamagicinc.com or simply by sending the work request to **HelpMe@DataMagicInc.com** with a detailed description of the problem, the user(s) affected, and a contact number. This will automatically create a ticket in our system and allow us to manage the response time and resolution to the issue. This ticket will also track any communications made through email. If you are unable to send or receive emails or access the Internet, you can always call our office to speak to a live agent at **(469) 635-5500**.

Make Sure You're Getting What You Pay For

We know how important it is for you to get a great ROI on your investment in our team – which is why we help you keep track of it. Data Magic will provide invoices that detail work completed remotely and on-site. We will also provide real-time updates to work requests submitted online or through email. Any communication sent via email is documented in the ticket system, and the customer's point of contact will be able to review any tickets to check for responses/resolutions to work requests.

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Thinking more about the big picture, we also hold quarterly meetings to make sure we have a short term/long term plan for your technology needs, which helps to guarantee the availability and reliability of your IT systems.

Keeping You Up To Date

In the modern age of cybercrime, it's more important than ever to make sure that your business' technology is kept updated and patched. That's why we handle this process seamlessly, with our monitoring agent applying updates automatically on a whitelisted system.

For example, Microsoft tends to put out updates each month that often cause more problems than they resolve. In order to address this issue, we have a dedicated team that tests these updates to determine which updates cause problems. When we are confident the updates are ready to be deployed they will automatically be pushed to the workstations and servers.



Server updates are applied after hours on Sundays and servers are rebooted as needed. However, this time window is flexible – if you would like to have a specific time window and date, we can change it for you. We do not have a specific day of the month to apply updates – in order to avoid missing a critical update in the event of a security issue, we will apply the updates when they come out.

In the event of a major system update, we typically do not charge any additional fees. However, if this requires the creation of a new virtual server or upgraded desktops, then we will provide you quotes and a timeline for work to be performed. If there is a major reconfiguration of your existing setup, we will research the update process to make sure we would not have to quote the project.

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Our monitoring and security services are rounded out by our Antivirus offerings, as well several security packages that include mobile device monitoring, intrusion detection, security training to employees, and more – with each package designed to meet the needs of your unique business.

Keep Your Business Running

Disaster can strike at any time, whether it's a malware attack, hurricane, fire, system crash, or human error. We know how important it is to keep your business in operation no matter what it gets hit with, which is why we rely on the **Data Magic Vault** to protect your vital data.

Our backup solution backs up to a local server that has the capability of spinning up a virtual image of your server in the event of a disaster (this does not require us to copy any data across the network, which means it will usually be back online within an hour). You can also restore individual files from the backup system. The backup runs on the hour during weekdays and is pushed off-site daily to a secured facility that is replicated to the East and West coasts. This facility has the capability to spin up a virtual image of your servers at this facility in the unlikely case of a catastrophic disaster (i.e. flood, fire, or theft). We have used this product for more than five years, and we are extremely confident in its capability.

Equipping your business with the right services isn't the secret to ideal IT; you have to ensure those services are delivered by an expert, committed, and reliable team – that's what Data Magic Inc. will do for you.

For more information about our service delivery strategy, and to answer any other questions you may have, don't hesitate to get in touch with Data Magic Inc. at datamagic@datamagicinc.com or (469) 635-5500 right away.

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